Learning Paths by Persona

Author: Training and Certification
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Implementer Learning Paths
Implementer Learning Path
Customer Service Management (CSM)

Select Product Line
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps

ServiceNow Fundamentals (3-days ILT)
ServiceNow Platform Implementation (3-days ILT)
ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)
ServiceNow Platform Subscription Model (On Demand)
Micro-Certification (MC)

Additional Recommended
- Communities Implementation (On Demand)
- CSM with Service Management for BPCs (On Demand)
- CSM with Service Management for Implementers (On Demand)

Required to achieve ‘Professional’
- CIS-CSM
- Predictive Intelligence (On Demand)
- Performance Analytics Essentials (On Demand)
- Virtual Agent (On Demand)

* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms
BPC: Business Process Consultants
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

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Implementer Learning Path

DevOps

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps

ServiceNow Fundamentals (3-days ILT)
ServiceNow Platform Implementation (3-days ILT)
ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)
ServiceNow Platform Subscription Model (On Demand)
Flow Designer Fundamentals (On Demand)

Additional Recommended Courses
- Automated Test Framework (ATF) Fundamentals (On Demand)
- IntegrationHub Fundamentals (On Demand)

Suggested Reading
- The Phoenix Project: A Novel about IT, DevOps, and Helping Your Business Win by Gene Kim

DevOps Assessment Simulator to achieve Early Adopter Recognition Coming Q4 2019

* Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
ILT: Instructor-led Training

Micro-Certification (MC)
Implementer Learning Path

Field Service Management (FSM)

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps
- FSM Fundamentals (2-days ILT)
- Mobile Development Fundamentals (On Demand)
- FSM Implementation (2-days ILT)
- CIS-FSM Voucher
- Ongoing Delta testing

Additional Recommended
- CSM Fundamentals (2-day ILT)
- CSM Implementation (2-day ILT)
- Knowledge Management Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)

*Mainline certification questions are sourced from all courses between the product line selection and the exam*

Additional Acronyms
- CIS: Certified Implementation Specialist
- ILT: Instructor-led Training

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Implementer Learning Path
Governance, Risk & Compliance (GRC)

Select Product Line
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps
- ServiceNow Fundamentals (3-days ILT)
- ServiceNow Platform Implementation (3-days ILT)
- ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)
- ServiceNow Platform Subscription Model (On Demand)
- Micro-Certification (MC)
- GRC Fundamentals (2-days ILT)
- Risk & Compliance (RC) Implementation (2-days ILT) CIS-RC Voucher
- Audit Management Implementation (On Demand)
- Vendor Risk Mgmt (VRM) Fundamentals (On Demand) CIS-VRM Voucher
- Vendor Risk Management (VRM) Implementation (2-days ILT)
- CIS-VRM Voucher
- CIS-RC
- Ongoing Delta testing

Additional Recommended
- Automated Test Framework (ATF) Fundamentals (On Demand)
- Knowledge Management Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)
- Service Portal Fundamentals (2-day ILT)

* Mainline certification questions are sourced from all courses between the product line selection and the exam

**Additional Acronyms**
- CIS: Certified Implementation Specialist
- ILT: Instructor-led Training
- GRC: Governance, Risk & Compliance
Implementer Learning Path
Human Resources Service Delivery (HRSD)

Select Product Line
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps

ServiceNow Fundamentals (3-days ILT)
ServiceNow Platform Implementation (3-days ILT)
ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)
ServiceNow Platform Subscription Model (On Demand)
Micro-Certification (MC)

HR Fundamentals (2-days ILT)
HR Implementation (2-days ILT) CIS-HR Voucher
Ongoing Delta testing
CIS-HR
HRSD Professional
Required to achieve ‘Professional’
- CIS-HR
- Predictive Intelligence (On Demand)
- Virtual Agent (On Demand)

HRSD Enterprise
Required to achieve ‘Enterprise’
- CIS-HR
- Predictive Intelligence (On Demand)
- Virtual Agent (On Demand)
- Lifecycle Events (On Demand)

Additional Recommended
- HR Integrations (On Demand)
- Localization (On Demand)
- Performance Analytics Fundamentals (2-days ILT)
- Performance Analytics Advanced (2-days ILT)
- Service Portal Fundamentals (2-days ILT)

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

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Implementer Learning Path

IT Asset Management (ITAM)

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps

- Hardware Asset Management (HAM) Fundamentals (3-days ILT)
- Hardware Asset Management (HAM) Fundamentals Simulator
- Software Asset Management (SAM) Fundamentals (3-days ILT)
- Software Asset Management (SAM) Implementation Simulator
- CIS-SAM
- Ongoing Delta testing

Implementer

ServiceNow Fundamentals (3-days ILT)
ServiceNow Platform Implementation (3-days ILT)
ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)
ServiceNow Platform Subscription Model (On Demand)
Micro-Certification (MC)

* Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms

CIS: Certified Implementation Specialist
ILT: Instructor-led Training
SCCM: Microsoft System Center Configuration Manager

**Additional Recommended**

- SAM: Integration with SCCM for Reclamation and Distribution (On Demand)
Implementer Learning Path

IT Business Management (ITBM)

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM

- ITBM
- ITOM
- ITSM
- PaaS
- SecOps

ServiceNow Fundamentals (3-days ILT)
ServiceNow Platform Implementation (3-days ILT)
ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)
ServiceNow Platform Subscription Model (On Demand)
Micro-Certification (MC)

Agile Development 2.0 and Test Management 2.0 (On Demand)
Performance Analytics Essentials (On Demand)
PPM Fundamentals (2-days ILT)
PPM Implementation (On Demand) CIS-PPM Voucher
Application Portfolio Management (APM) Fundamentals
APM Implementation (On Demand) CIS-APM Voucher
Performance Analytics Essentials (On Demand)
Performance Analytics Essentials (On Demand)
PPM Implementation Simulator
CIS-PPM
Ongoing Delta testing
CIS-APM
Ongoing Delta testing

* Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training
PPM: Project Portfolio Management
Implementer Learning Path
IT Operations Management (ITOM)

Select Product Line
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps
- Micro-Certification (MC)

ServiceNow Fundamentals (3-days ILT)
ServiceNow Platform Implementation (3-days ILT)
ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)
ServiceNow Platform Subscription Model (On Demand)

ITOM Fundamentals (3-days ILT)
CIS-Disco Voucher
CIS-EM Voucher
CIS-SM Voucher
CIS-CM Voucher

Discovery Fundamentals (3-days ILT)
CIS-Disco
Ongoing Delta testing

Event Management (EM) Fundamentals (2-days ILT)
CIS-EM
Ongoing Delta testing

Service Mapping (SM) Fundamentals (3-days ILT)
CIS-SM Voucher
Ongoing Delta testing

Cloud Management (CM) Fundamentals (3-days ILT)
CIS-CM Voucher
Ongoing Delta testing

Cloud Management (CM) Advanced (3-days ILT)

Additionl Recommended
- ITOM Storage Discovery (On Demand)
- CMDB Fundamentals (On Demand)
- CMDB Fundamentals (On Demand)
- ITOM Storage Discovery (On Demand)
- CMDB Fundamentals (On Demand)
- Configuring Cloud Management for IP Address Management (On Demand)
- Cloud Insights (On Demand) – Q4

* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms:
CIS: Certified Implementation Specialist
CMDB: Configuration Management Database
ILT: Instructor-led Training
Implementer Learning Path

**IT Service Management (ITSM)**

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps

**Implementer**
- ServiceNow Fundamentals (3-days ILT)
- ServiceNow Platform Implementation (3-days ILT)
- ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)
- ServiceNow Platform Subscription Model (On Demand)
- Micro-Certification (MC)

**ITSM**
- ITSM Fundamentals (2-days ILT)
- ITSM Implementation (3-days ILT)
- CIS-ITSM Voucher

**ITSM Professional**
- Required to achieve ‘Professional’
  - CIS-ITSM
  - Predictive Intelligence (On Demand)
  - Performance Analytics Essentials (On Demand)
  - Virtual Agent (On Demand)

**Additional Recommended**
- Automated Test Framework (ATF) Fundamentals (On Demand)
- Knowledge Management Fundamentals (On Demand)
- Major Incident Management (On Demand)
- Mobile Development Fundamentals (On Demand)
- Service Portal Fundamentals (2-days ILT)

*Mainline certification questions are sourced from all courses between the product line selection and the exam*

**Additional Acronyms**
- CIS: Certified Implementation Specialist
- ILT: Instructor-led Training

**Additional Acronyms**
- CSM: Customer Service Management
- DevOps: Development Operations
- FSM: Financial Services Management
- GRC: Governance, Risk, and Compliance
- HRSD: Human Resources and Service Delivery
- ITAM: Information Technology Asset Management
- ITBM: Information Technology Business Management
- ITOM: Information Technology Operations Management
- PaaS: Platform as a Service
- SecOps: Security Operations
- Micro-Certification (MC)

**ServiceNow Implementation Methodology (SIM)**

**ServiceNow Platform Subscription Model**

**ServiceNow Platform Implementation**

**ServiceNow Fundamentals**

**ServiceNow Platform**

**ServiceNow Subscription Model**

**ServiceNow Fundamentals (3-days ILT)**

**ServiceNow Platform Implementation (3-days ILT)**

**ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)**

**ServiceNow Platform Subscription Model (On Demand)**

**Micro-Certification (MC)**
Implementer Learning Path

Platform as a Service (PaaS) – Custom Application Development

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps

ServiceNow Fundamentals (3-days ILT)

ServiceNow Platform Implementation (3-days ILT)

ServiceNow Platform Subscription Model (On Demand)

ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)

Scripting in ServiceNow Fundamentals (3-days ILT)

Automated Test Framework (ATF) Fundamentals (On Demand)

Application Development Fundamentals (3-days ILT)

Certified Application Developer (CAD)

IntegrationHub Fundamentals (On Demand)

Micro-Certification (MC)

Ongoing Delta testing

* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms

ILT: Instructor-led Training

Additional Recommended

- Mobile Development Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)
- Service Portal Fundamentals (2-day ILT)
- Service Portal Advanced (2-day ILT)
Implementer Learning Path

Security Operations (SecOps)

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS

- SecOps

- ServiceNow Fundamentals (3-days ILT)
- ServiceNow Platform Implementation (3-days ILT)
- ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)
- ServiceNow Platform Subscription Model (On Demand)

Additional Acronyms

CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Additional Recommended

- Automated Test Framework (ATF) Fundamentals (On Demand)
- Flow Designer Fundamentals (On Demand)
- IntegrationHub Fundamentals (On Demand)
- Mobile Development Fundamentals (On Demand)
- Service Portal Fundamentals (2-day ILT)

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System Administrator Learning Path
System Administrator Learning Path

**System Administrator**

- **ServiceNow Fundamentals (3-days ILT)**
  - CSA Voucher

- **Certified System Administrator (CSA)**

- **System Administration Advanced (2-days ILT)**

- **ServiceNow Upgrade Essentials**
  - Upgrade Skipped Records (On Demand)
  - Automated Test Framework (ATF) Fundamentals (On Demand)
  - Using Debug Upgrade (On Demand)

- **ServiceNow Platform Subscription Model (On Demand)**

- **Ongoing Delta testing**

**Additional Recommended**

- Performance Analytics Essentials (On Demand)
- Scripting in ServiceNow Fundamentals (3-day ILT)
- Application Development Fundamentals (3-day ILT)
- Implementation classes as products are activated in your organization

**Micro-Certification (MC)**
Developer Learning Paths
Application Developer Learning Path

No-Code Developer

ServiceNow Foundations Videos on Community

Developer

ServiceNow Fundamentals (3-days ILT)  No-Code Application Development (On Demand)

OR

ILT: Instructor-led Training
Application Developer Learning Path
Low/Pro-Code Developer

Developers

Micro-Certification (MC)

Applications

- Automated Test Framework (ATF) Fundamentals (On Demand)
- ServiceNow Fundamentals (3-days ILT)
- ServiceNow Platform Subscription Model (On Demand)

- Scripting in ServiceNow Fundamentals (3-days ILT)
- Application Development Fundamentals (3-days ILT)
- CAD Voucher

- Application Development Fundamentals (3-days ILT)
- Certified Application Developer (CAD)

- Ongoing Delta testing

Integrations

- Flow Designer Fundamentals (On Demand)
- IntegrationHub Fundamentals (On Demand)

- Additional Recommended
  - IntegrationHub Fundamentals (On Demand)
  - Mobile Development Fundamentals (On Demand)
  - Performance Analytics Essentials (On Demand)
  - Service Portal Fundamentals (2-days ILT)
  - Service Portal Advanced (2-days ILT)

- Additional Recommended
  - Scripting in ServiceNow Fundamentals (3-days ILT)
  - Application Development Fundamentals (3-days ILT)

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Additional Acronyms

ILT: Instructor-led Training
Application Specialist Learning Paths
Application Specialist Learning Path

Performance Analytics (PA)

- ServiceNow Fundamentals (3-days ILT)
- Performance Analytics Essentials (On Demand)
- Performance Analytics Fundamentals (2-days ILT)
- Responsive Dashboards (On Demand)
- Performance Analytics Widgets (On Demand)
- Performance Analytics Advanced (2-days ILT)
- Hands on practice with the application including Implementation experience
- Certified Application Specialist (CAS-PA) (CAS-PA Voucher)

Ongoing Delta testing

Micro-Certification (MC)

* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms
- CAS: Certified Application Specialist
- ILT: Instructor-led Training
Application Specialist Learning Path
Service Portal

- Service Portal Fundamentals (3-days ILT)
- Scripting in ServiceNow Fundamentals (3-days ILT)
- Service Portal Fundamentals (2-days ILT)
- Service Portal Advanced (2-days ILT)
- Service Portal Assessment Simulator

Micro-Certification (MC)

Additional Recommended
- Enabling Syntax Editor Macros in the Widget Editor (On Demand)
- Creating Simple Search Facets in a Service Portal (On Demand)
- Creating Simple Search Sources in a Service Portal (On Demand)